

# KenPAC

## KENTUCKY PATIENT ACCESS and CARE

The Cabinet for Health Services  
Department for Medicaid Services



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### ***What is KenPAC?***

KenPAC stands for Kentucky Patient Access and Care. (KenPAC is a program designed to help you get the health care you need by seeing a primary care provider (PCP). Your primary care provider will work with you to manage your health care. The program's goal is to improve the health care you receive. Most Kentucky recipients are enrolled in KenPAC. Medicaid recipients, who have both Medicaid and Medicare, are in nursing homes, who receive waivers and children who receive Supplemental Security Income (SSI) are not in KenPAC.

### ***What is a primary care provider (PCP)?***

The word "primary" means first. Your primary care provider is the provider you will see first when you need medical care. Your primary care provider will see you for routine care and refer you to a specialist when you need one.

### ***How will I pick my primary care provider?***

To pick your primary care provider:

- ✓ Contact your worker at your local Department for Community Based Services (DCBS) office.
- ✓ Supplemental Security Income (SSI) recipients should call (the Help Desk) at the number on the back of this brochure.

### ***Who can be a primary care provider?***

- ✓ A pediatrician, an internist, a family doctor, a general doctor or an OB/GYN doctor
- ✓ A nurse practitioner
- ✓ A physician assistant who works in a primary care center or a rural health center.

### ***What will my KenPAC card look like?***

- ✓ It will be green.
- ✓ It will have your primary care provider's name, address and phone number on it.
- ✓ Check your card carefully when you get it. Make sure that the primary care provider on your card is the one you want.

### ***What if I need to see a specialist?***

First, you must go to your primary care provider. He or she will help you choose a specialist who can give you the care you need. You will need a referral from your primary care provider for most specialty services.

### ***What if I need emergency care?***

If you have an emergency where you think a delay in getting medical care might result in death or permanent harm, call 911 or go to the nearest hospital emergency room.

Examples of emergency care are:

- ✓ loss of life or limb
- ✓ chest pain
- ✓ severe cuts or burns
- ✓ poisoning
- ✓ choking
- ✓ blackouts
- ✓ heavy bleeding
- ✓ physical attacks such as a mugging or rape
- ✓ breathing difficulties
- ✓ broken bones
- ✓ overdose of medicine
- ✓ seizures
- ✓ miscarriage
- ✓ car accident
- ✓ head injury
- ✓ loss of speech
- ✓ paralysis

If you're not sure you have a true emergency, and there is time, call your primary care provider. The phone number is listed on your KenPAC card.

### ***When can I change my primary care provider?***

- ✓ Within 90 days of enrollment into KenPAC
- ✓ At your yearly renewal for medical coverage
- ✓ Supplemental Security Income (SSI) recipients, once a year, during your birth month
- ✓ At any time for a good reason, with permission from your Department for Medicaid Services. A good reason is, if you move to a different county.

### ***What are my medical benefits with KenPAC?***

Your medical benefits are the same as with regular Kentucky Medicaid, and include:

- ✓ physician services, including office visits
- ✓ maternity and newborn care
- ✓ prescription drugs
- ✓ hospital care, inpatient and outpatient
- ✓ home health and hospital services
- ✓ laboratory and x-ray services
- ✓ durable medical equipment
- ✓ chiropractic services
- ✓ podiatry
- ✓ ambulatory surgery
- ✓ transportation; and
- ✓ basic dental, vision, and hearing services
- ✓ physical, occupational and speech therapy

### ***Are there services I can get without first going to see my primary care provider?***

Services that do not require a referral from your primary care provider include:

- ✓ mental health services
- ✓ maternity and newborn care
- ✓ family planning services
- ✓ transportation
- ✓ basic dental, vision, and hearing care
- ✓ chiropractic care
- ✓ podiatry
- ✓ screenings and treatment for sexually transmitted or communicable diseases

You may get many of the services listed above by calling your local health department or Medicaid provider.

### ***Special points***

Remember to :

- ✓ Make an appointment to meet your primary care provider so he or she can meet you before you become ill.
- ✓ Always carry your card with you when you need a medical service.
- ✓ Only use the emergency room for a true emergency.
- ✓ Report any changes in your situation to your worker at the local office within 10 days of learning about the change. Examples of this are, if you get married or add a new child to the family.
- ✓ Use your medical card only for the members listed on the card.
- ✓ Do not let someone else use your medical card.
- ✓ Do not give false information or hide information to receive Medicaid benefits

### ***State fair hearing?***

You may request a state fair hearing by sending a written request to:

**Department for Medicaid Services  
Program Integrity/Appeals  
275 E. Main Street, 6E-B  
Frankfort, Kentucky 40601**

You may also call the Cabinet for Health Services Office of the Ombudsman toll free at 1-877-807-4027 or, recipients who use a Telecommunications Device for the Deaf (TDD/TTY) may call 1-800-648-6056.

### **Important phone numbers**

For more information about KenPAC, you may call:

**Medicaid Member Services  
1-800-635-2570**

Recipients who use a Telecommunications Device for the Deaf (TDD/TTY) may call

**1-800-775-0296**

### **To pick or change your KenPAC primary care provider:**

- \* Contact your local DCBS worker
- \* Supplemental Security Income (SSI) recipients

Call the Help Desk at

**1-877-639-0010**

Recipients who use a Telecommunications Device for the Deaf (TDD/TTY) may call

**1-877-580-0066**

We hope this brochure will be helpful to you as a Medicaid recipient who is enrolled in the Kentucky Patient Access and Care system.

**WELCOME TO KENPAC!**

